**[NHS Trust Name]**

**How was your mental health care?**

**2025 Community Mental Health Survey**

At [INSERT TRUST NAME], we believe providing high quality mental health care for each individual person is fundamentally important. Therefore, we are excited to announce that, in August, the NHS is again launching a major survey on people’s experiences of using mental health services. If you used services in April or May 2025, you could be invited to take part and give your feedback on the quality of support you received.

In last year’s survey, we received XXX responses from adults aged 16 and over, who used the survey to tell us what is working well and what requires improvement.

Insert quote from Trust (Max 150 words)

* How feedback is used by the trust
* Examples of actions taken based on the previous survey
* Positive outcomes based on the changes

The survey can be completed as a paper questionnaire, or online by using the log in details provided or by scanning the QR code.

The survey is confidential, carried out by the Care Quality Commission and a dedicated Survey Coordination Centre at Picker. **Your responses are not shared with our staff, so they will not see your answers.** Participation in the survey will not affect your care or treatment. The NHS Community Mental Health Survey has Section 251 (NHS Act 2006) approval to process contact details.

The results will be published in the spring of 2026 and will be used to assess Community Mental Health Trusts in England. What we learn will enable us to identify key priorities, aiding our mission to provide the very best care for you and our community.

If you are invited to take part, whether contact with our services was regular or minimal, know every voice is valued.

If you are invited to take part in the survey and need help completing it, please call [INSERT YOUR CONTRACTOR HELPLINE].

For more information about the survey, please visit <http://www.cqc.org.uk/cmhsurvey>.

For information about how we use the data, please visit: [INSERT TRUST-SPECIFIC HYPERLINK] or scan the QR code:

Space for QR code